

**Washington
Military
Department**



**Emergency
Management
Division**

Effective Date: July 1, 2011

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E911 CUSTOMER PREMISE EQUIPMENT (CPE) TELEPHONE SYSTEM SUPPORT POLICY

Cancels all previous E911 Telephone System Support Policies

See Also:

WAC 118-66

E911 County Contract Policy

E911 County Regionalization Contract Policy

E911 PSAP Mapping Support Policy

E911 Salaries and Benefits Policy

E911 Training Policy

E911 Washington State Patrol Policy

CUSTOMER PREMISE EQUIPMENT (CPE)/TELEPHONE SYSTEM SUPPORT POLICY

This policy applies to counties and Washington State Patrol (WSP) that have entered into a contract with the State E911 Office and are eligible for the Operations Section of the contract.

Per WAC 118-66-030, Customer premise equipment (CPE) shall mean equipment utilized by the PSAP to receive and process 9-1-1 communications and is considered an eligible E911 expenses. For the purpose of this policy, CPE shall mean E911 Telephone system compatible with E911 that is used to answer 911 calls.

E911 components (Automatic Number Identification (ANI) / Automatic Location Identification (ALI) Controllers, Telecommunication Teletype (TTY) equipment, Instant Call Check, Management Information Systems (MIS) and PSAP Mapping) that are integrated into a vendor's Telephone System.

1. Analysis

- a. Single points of failure in any E911 Public Safety Answering Point (PSAP) system should not be tolerated. Manufacturers of E911 telephone systems should design and deploy fault tolerant systems which will eliminate, as much as possible, single points of failure that prevent routing E911 calls successfully.
- b. Hardware redundancy and automatic switchover to backup processing capabilities should be provided where appropriate.
- c. Systems at the PSAP should be equipped to monitor all major components and data streams for alarm conditions and alert PSAP attendants of conditions such as equipment failures, power failures, and ALI data link failures.
- d. No single point of failure in any hardware or software component of the E911 PSAP system shall cause more than 50 percent failure of the E911 PSAP system. E911

PSAP components are defined in National Emergency Number Association (NENA) NENA-04-001 paragraph 10.1 Reliability Objectives.

- e. PSAP systems should support Public Switched Telephone Network (PSTN) secure remote access for vendor technicians to assist in trouble isolation, resolution and fault clearing. Network Internet Protocol based secure access can be provided as an additional redundant access method.
- f. Equipment at the PSAP must be capable of decoding the incoming ANI digits and automatically presenting them to the call receiver while also utilizing the digits to query the ALI host for automatic location information that will be presented to the call receiver.
- g. Equipment must be capable of permitting the entry of a telephone number by the call receiver for ALI retrieval and should provide a unique system record to document each use of the system for this purpose.
- h. ALI requests should be made immediately after ANI has been decoded and prior to a call receiver going off-hook.
- i. It is required that the PSAP be equipped with a TTY detection device at each position or on each emergency line that shall provide an audible and/or visual announcement of a TTY call to the call receiver.
- j. Each PSAP shall have a minimum of two answering positions equipped with appropriate equipment to allow the answering of 911 calls with full E911 capabilities.
- k. A new E911 telephone system should include a one year maintenance warranty and maintenance agreements for years two and three.

2. Decision

- a. The State E911 Office will reimburse eligible counties/WSP for the purchase or lease and installation of the hardware and software components required to support an E911 telephone system including a spare kit subject to the conditions and limitations in this policy that is compliant or compatible with future Next Generation Technology requirements.
- b. CPE/Telephone system may include a mapping component if not part of the PSAP's CAD system or part of a standalone system. The basic components will consist of hardware and software to interface to the Automatic Number Identification (ANI)/Automatic Location Identification (ALI) controller and are reimbursable items. It may also include an electronic interface to the CAD system.
 - i. CPE / Telephone System - Line Item: **S1**
 - A new Telephone system will be claimed under this line item. However, after the life cycle refresh period(s); the CPUs, server, and display equipment will be claimed under the associated line items.
 - The number of positions eligible for reimbursement will be based on the trunk usage (at a B.01/P.01 level of service) as indicated in the Carrier Traffic Study Reports.

- ii. CPE / Telephone System Maintenance - Line Item: **S1.1**
 - Routine repairs and preventative maintenance costs shall not exceed 10 percent of the approved purchase price (per fiscal year).
 - Maintenance funds may be used for agreements with vendors, time and materials, purchase of spare parts and/or salaries/benefits to maintain equipment.
 - Maintenance funds may be used for training to maintain equipment.
 - Emergency repairs will be reviewed for eligibility on a case by case basis.
- iii. CPE / Telephone System CPU - Line Item: **S1.2**
 - Replacement of CPE system call processing units (CPU) at the call receiver workstation must be pre-approved by the state office and is based on a **three-year** life cycle.
- iv. CPE Server - Line Item: **S1.3**
 - Replacement of CPE system call processing server at the backroom CPE must be pre-approved by the state office and is based on a **five-year** life cycle.
- v. ANI/ALI Display Equipment - Line Item: **S2**
 - Replacement of ANI/ALI display equipment is capped at \$500 per approved PSAP call receiving position including taxes shipping, handling and installation. Replacement is based on a three-year life cycle and must be pre-approved by the state office.
- c. Reimbursement for lease costs shall be on a year-to-year basis.
- d. Purchase or lease of E911 equipment must follow PSAP or governing jurisdictional procurement laws, procedures and/or policies.
- e. The requested amount must be reasonable, prudent, and applicable to E911. Prior to purchasing or leasing the equipment, county/WSP must submit a written quote including shipping, handling, taxes, and installation charges to the State E911 Office at E911request@emd.wa.gov for review and approval. Without prior written approval the purchase or lease may not be eligible for reimbursement by the State E911 Office.
- f. All E911 equipment must be ordered, installed and accepted no later than the end of the contract performance period of June 30, 2013. Work performed outside the contract performance period will not be eligible for reimbursements.
- g. In the event of an emergency, exceptions may be made on a case by case basis.

3. Moratorium

A moratorium will be in place from **March 1, 2013** through **June 30, 2013**. During this moratorium, no equipment requests will be processed.

In the event of an emergency, an exception may be made on a case by case basis.

Approved by:


Kurt Hardin, Acting State E911 Administrator